

**DECLARATION AND POWER OF ATTORNEY**

Attorney's Docket No. 07117.105016

In re Application of: **Rick Baggenstoss; John C.C. McIlwaine; Jennifer C. East; Scott Richter; Robert L. Beard;  
Lisa Marie Foley**

As a below named inventor, I hereby declare that my residence, post office address and citizenship are as stated below next to my name. I believe I am an original, first and joint inventor of the subject matter which is claimed and for which a patent is sought on the invention entitled: **Managing the Rate of Delivering Performance Interventions in a Contact Center**, the specification of which is attached hereto.

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<u>Application No.</u>	<u>Country</u>	<u>Filing Date</u>	<u>Priority Claimed Under 35 USC §119 (a)-(d)</u>
None			Yes _____ No _____

I hereby claim the benefit under Title 35, United States Code, § 119(e) of any United States provisional application(s) listed below:

<u>None</u>			
(Application No.)	(Filing Date)	(Application No.)	(Filing Date)

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<u>Application Serial No.</u>	<u>Filing Date</u>	<u>Status: patented, pending, abandoned</u>
10/602,804	June 24, 2003	Pending

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Send correspondence to: **King & Spalding LLP**  
Customer No. 20786  
191 Peachtree Street, N.E., 45<sup>th</sup> Floor  
Atlanta, Georgia 30303

Direct telephone calls at (404) 572-4600

Michael L. Wach

Full name of first inventor: Rick Baggenstoss	Citizenship: United States of America
Inventor's signature	Date:
Residence and Post Office Address: 2596 Midway Road, Decatur, GA 30030	

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Michael L. Wach

Full name of second inventor: John C. C. McIlwaine	Citizenship: United States of America
Inventor's signature	Date:
Residence and Post Office Address: 8575 High Hampton Chase, Alpharetta, GA 30022	

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Michael L. Wach

Full name of third inventor: Jennifer C. East	Citizenship: United States of America
Inventor's signature	Date:
Residence and Post Office Address: 1105 Winthrop Chase Drive, Alpharetta, GA 30004	

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<u>None</u>			Yes _____ No _____

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Michael L. Wach

Full name of fourth inventor: Scott Richter	Citizenship: United States of America
Inventor's signature	Date:
Residence and Post Office Address: 9510 Lisa Circle, Gainesville, GA 30506	

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Michael L. Wach

Full name of fifth inventor: Robert L. Beard	Citizenship: United States of America
Inventor's signature	Date:
Residence and Post Office Address: 10175 Barston Court, Alpharetta, GA 30022	

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Michael L. Wach

Full name of sixth inventor: Lisa Marie Foley	Citizenship: United States of America
Inventor's signature	Date:
Residence and Post Office Address: 878 Peachtree Street, N.E., #409, Atlanta, GA 30309	